

By booking a tour with Copenhagen Family Tours online, by email or by phone you accept the following terms and conditions.

If you book on behalf of several people, you agree that you are authorized to do so and that all participants know and accept the following terms and conditions.

Copenhagen Family Tours can under no circumstances be made responsible and liable for mistakes or deficiencies on our websites, printed materials, social media etc.

### **Safety and damages**

Participation for all tours and events is only possible after accepting these terms and conditions and declare non-liability towards Copenhagen Family Tours. By accepting these terms and conditions you agree that all participants understand that Copenhagen Family Tours are physical activities and that you ride with us on your own responsibility and at your own risk.

Copenhagen Family Tours is not liable for any traffic accidents. In these situations, each tour participant is responsible and liable for his/her individual actions and especially for his/her driving manner, route choice and self-assessment of his/her abilities, even when following the tour guide. Pregnant women are allowed to participate. If the Copenhagen Family Tours organizer or guide feels that a client is unsuitable for our tour, we reserve the right to refuse participation. If you are unable to competently ride the bike after training, the organizer or guide can decide that it is not possible for you to join the tour for safety reasons, and a refund will be made to your credit card within 14 working days after the tour date.

Each tour participant and parents/ grandparents on behalf of their minors agrees that the owners, organizers and representatives of Copenhagen Family Tours are not responsible for his/her personal safety. The owners, organizers and representatives of Copenhagen Family Tours cannot in any situation, whether individual or collective, be held liable for incidents in connection with any participants' actions or participation in the tour.

Copenhagen Family Tours will take all necessary precautions to reduce the element of risk during the activity. However, due to circumstances that are impossible to foresee or control or for negligent behaviour on the part of the participant(s), Copenhagen Family Tours is not responsible for any accident or incident that may occur during the tour or route.

In participating in a tour or route with Copenhagen Family Tours, the client is aware of the fact, that these activities have an inherent element of 'risk'. In case persons, animals or material objects should get hurt or damaged by accident while riding the bikes, it is at your own responsibility. Injuries and/or damages made by you, is at your own risk and should be covered by you or your private insurance. You are 100% responsible for your and accompanying minors' own safety and your personal belongings, as well as 3rd party while you ride with us. This applies to your own property, yourself, other persons and their property. Copenhagen Family Tours cannot be held liable for any damage or injury you or your children may inflict upon yourself, other people or their belongings, cars, bicycles, personal effects etc.

All persons riding with Copenhagen Family Tours are personally responsible for their bike. Individual participants can be excluded from the tour by the tour organizer or its tour guide due to undisciplined, dangerous, or disturbing behaviour during the tour. He/she may also be excluded if traffic regulations are not abided by. In such a case, the bike will be seized and no reimbursement for the tour will be given.

### **Photos and videos**

As a customer service Copenhagen Family Tours will often take photographs or videos of participants on tours and events and share these photos online with the participants without limitations of use. However Copenhagen Family Tours reserves the right to use these images for marketing and business purposes, in printed or digital material as well as in social media, unless participants specifically request otherwise before tour start.

### **Booking and payment**

Booking is accepted online or by email. Unless otherwise explicitly agreed, the booking will become effective only after payment of the full payment and after final email-confirmation from Copenhagen Family Tours.

### **Cancellation and refunding**

Tours and bookings can be cancelled under the following conditions: Copenhagen Family Tours reserves the right to refuse participation to anyone prior to the tour and also reserves the right to cancel a tour for any reason and refund the payment to the affected customer(s). In this case the client will immediately be informed and all payments made, will be reimbursed. In case of incidents beyond our control such as violence, demonstrations, strikes, terrorist attacks, accidents, illness of tour leader, catastrophes, climate conditions, etc Copenhagen Family Tours reserves the right to discontinue a tour at any time. In this case a partly reimbursement of the tour price for the remaining part of the tour will be made. Further claims fail to exist.

Copenhagen Family Tours cannot be held responsible for any unfavourable weather conditions. Therefor the participant cannot claim reimbursement for the tour due to weather conditions. It is the responsibility of the participant to be at the designated tour location on the correct date and 10 minutes before tour start. If participants are not present 5 minutes before tour start at the latest, Copenhagen Family Tours reserves the right to cancel the booking without refund or compensation. If the tour leader decides to wait for you, the duration of the tour will be shortened with the time you are running late.

If the reservation is cancelled by the customer more than 3 days prior to the scheduled tour, Copenhagen Family Tours offers a full refund of the tour price excluding 10% of the total tour price for administrative fees. Later cancellations will not be reimbursed for any reason. Cancellation requests must be made by email to [maike@familytours.dk](mailto:maike@familytours.dk) and are not final until confirmation is received from us. Please allow 10 working days for refunds. We will always try to find a solution, so if you are not able to make the tour on the agreed date, reach out asap and we will try to find out if there is an alternative.

### **Reclamation**

In the event of service failure, the participant is obligated to do everything within reason to minimize the damage. Should you have reason for reclamation despite the care taken, while planning and executing the tour, we ask you to inform us immediately. You can reach us during normal business hours. Additionally, we ask that all claims be made within one month after tour end. After this time, all claims are only effective if you were, by no fault of your own, kept from making the claim within the stipulated time. Any warranty claims can only be effective if made by the participant, and cannot be transferred to another person.